DATA SHEET

CISCO IP PHONE 7960G

Cisco IP Communications is a comprehensive system of powerful, enterprise-class solutions enabled by Cisco AVVID, and including IP telephony, unified communications, IP video/audio conferencing, and customer contact applications that help organizations realize business gains by improving operational efficiencies, increasing organizational productivity, and enhancing customer satisfaction. Cisco IP Phones—an integral component of the Cisco IP Communications system—provide unmatched levels of integrated business functionality and converged communications that go beyond today's conventional voice systems.

Figure 1. Cisco IP Phone 7960G

The Cisco IP Phone 7960G, a key offering in the IP Phone portfolio, is a full-featured IP phone primarily for manager and executive needs. It provides six programmable line/feature buttons and four interactive soft keys that guide a user through call features and functions. Audio controls for duplex speakerphone, handset and headset. The Cisco IP Phone 7960G also features a large, pixel-based LCD display. The display provides features such as date and time, calling party name, calling party number, and digits dialed. The graphic capability of the display allows for the inclusion of such features as XML (Extensible Markup Language) and future features.

Figure 2. Cisco IP Phone 7960G

Icon buttons

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With Word Overlay, English (Included in documentation package with each phone)

FEATURES

The Cisco 7960G is dynamic and designed to grow with system capabilities. Features will keep pace with new changes via software updates to the phone's flash memory. The phone provides many accessibility methods according to user preference. Various methods or paths include buttons, softkeys, a navigation key, and direct access with the use of corresponding "ghost" digits. Each of the features below will have expanded capabilities in the future:

Messages—

Direct access to voice mail. In the near future voice mail speech to text readout on the display.

Directories—

The Cisco IP Phone 7960G identifies incoming messages and categorizes them for users on the screen. This allows users to quickly and effectively return calls using direct dial-back capability.

The corporate directory integrates with the Lightweight Directory Access Protocol (LDAP3) standard directory.

Settings—

The Settings feature key allows the user to adjust display contrast and select from a large of unique ringer sounds, volume settings for all audio such as ringer, handset, headset, and speaker. Network Configuration preferences can also be set up. (Network configuration is usually set up by the System Administrator.) Configuration can either be automatic or manually set up for Dynamic Host Control Protocol (DHCP), Trivial File Transfer Protocol (TFTP), CallManager, and backup CallManagers.

A huge advantage is the ability for no hands on moves and changes. Just pick up the phone and move to the new location anywhere on your network. No system administration is required.

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Services—

The Cisco 7960G allows users to quickly access diverse information such as weather, stocks, quote of the day, or any Web-based information using extensible markup language (XML) to provide a portal to an ever-growing world of features and information.

Help—

The online help feature gives users information about the phone's keys, buttons, and features. The pixel display allows for greater flexibility of features and significantly expands the information viewed when using features such as Services, Information, Messages, and Directory. For example, the Directory button can show local and server-based directory information.

The Cisco IP Phone 7960G features high-quality, speakerphone technology. It also includes an easy-to-use speaker on/off button and microphone mute buttons. These buttons are lit when active.

The internal Cisco two-port Ethernet switch allows for a direct connection to a 10/100BASE-T Ethernet network via an RJ-45 interface with single LAN connectivity for both the phone and a co-located PC. The system administrator can designate separate virtual LANs (VLANs) (802.1Q) for the PC and Cisco IP Phones providing improved security and reliability of voice and data traffic.

A dedicated headset port eliminates the need for a separate amplifier when using a headset. This allows the handset to remain in its cradle, making headset use simpler. The Cisco IP phone’s convenient volume control button provides for easy decibel-level adjustments for the speakerphone, handset, headset, and ringer. The handset is ADA and HAC compliant with a maximum handset volume of 13 dB. New 508 capability can be achieved using an in-line handset amplifier such as Walker Equipments W-10 and CE-100 amplifiers.

The dial pad is also ADA compliant.

The footstand of the Cisco 7960G is adjustable from flat to 60 degrees to provide optimum display viewing and comfortable use of all buttons and keys. The footstand is keyed to match standard wall jack configurations for wall mounting. Two optional wall mount brackets are also offered as noted below.

The Cisco IP Phone 7960G can also receive power down the LAN from any of the new Cisco inline power-capable blades and boxes.

For added security, the audible dual-tone multifrequency (DTMF) tones are masked when the speakerphone mode is used.

Other Cisco IP Phone 7960G features include:

- 24+ user-adjustable ring tones
- A hearing-aid-compatible handset (meets American Disabilities Act [ADA] requirements) and HAC compliance for magnetic coupling to approved HAC hearing aids
- G.711 and G.729a audio compression
- H.323 compatible and Microsoft NetMeeting compatibility
- An IP address assignment—DHCP client or statically configured

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- Comfort noise generation and voice activity detection (VAD) programming on a system basis
- EIA/TIA RS-232 port for future add-on options such as line expansion, security access, and more

The phone also includes the following settings:

- Display contrast
- Ring type
- Network configuration
- Call status

SPECIFICATIONS

- Download firmware changes from Cisco CallManager and CCO
- Dimensions: 82 x 10.5 x 6 in. (20.32 x 26.67 x 15.24 cm) (H x W x D)
- Phone weight: 3.5 lb (1.6 kg)
- Polycarbonate acrylonitrile butadiene styerene (ABS) plastic in textured dark gray color with silver bezel
- 48 VDC required, supplied locally at the desktop using an optional AC to DC power supply (CP-PWR-CUBE-2=)

Also requires ordering one of the AC country cords below.

AC Country Power Cords

CP-PWR-CORD-AP= (Asia Pacific)

CP-PWR-CORD-AR= (Argentina)

CP-PWR-CORD-AU= (Australia)

CP-PWR-CORD-CE= (Central Europe)

CP-PWR-CORD-JP= (Japan)

CP-PWR-CORD-NA= (North America)

CP-PWR-CORD-SW= (Switzerland)

CP-PWR-CORD-UK= (United Kingdom)

Temperature

Operating temperature: 32°F to 104°F (0°C to 40°C)

Relative humidity: 10 percent to 95 percent (noncondensing)

Storage temperature: 14°F to 140°F (–10°C to 60°C)

Certification

Regulatory Compliance

CE Marking

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Safety

Underwriters Laboratories (UL) 60950

Canadian Standards Association (CSA) C22.2 No. 60950

Electro-Magnetic Compatibility (EMC)

Federal Communications Commission (FCC) Part 15 (CFR 47) Class B

ICES-003 Class B

EN55022 Class B

CISPR22 Class B

AS/NZ 3548 Class B

VCCI Class B

EN55024

EN 50082-1

EN 61000-3-2

EN 61000-3-3

Telecom

FCC Part 68 (CFR47) hearing aid compatible (HAC)

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ORDERING INFORMATION

Ordering has become too complex to place the order code numbers. Note that “All Cisco IP Phones require the purchase of a phone technology license, regardless of call protocol server attached to.”

Accessories Ordering Information

Optional wall mount kits are available in both locking and non-locking versions:

- CP-LCKNGWALLMOUNT=
- CP-WALLMOUNT-KIT=

Warranty

Cisco IP Phones are covered by a Cisco standard one year replacement warranty.

Optional 14 button add on module CP-7914= provides 14 additional buttons for programming directory numbers (DN) or speed dials or a combination of the 2. Up to two 7914 modules can be used on the 7960.

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CISCO IP COMMUNICATIONS SERVICES AND SUPPORT

Cisco IP Communications services and support reduce the cost, time, and complexity associated with implementing a converged network. Cisco and its partners have designed and deployed some of today's largest and most complex IP Communications networks—which means that they understand how to integrate an IP Communications solution into your network.

Cisco design tools and best practices ensure the solution best fits your business needs from the start, eliminating costly redesigns and downtime. Our proven methods ensure a sound implementation that will deliver the functions and features you expect—on time. Support services include remote network operations, network management tools to administer the converged application and network infrastructure, and technical support services.

Through these services, your organization benefits from the experience gained by Cisco and its partners. Leveraging this valuable experience, you can create and maintain a resilient converged network that will meet your business needs today—and in the future.

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